



INSURANCE, DEPARTMENT OF CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	INSURANCE, DEPARTMENT OF	RELEASE DATE:	Friday, April 23, 2010
POSITION TITLE:	Division Chief, Market Conduct Division, C.E.A. 2	FINAL FILING DATE:	Monday, May 10, 2010
CEA LEVEL:	CEA 2	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 7,815.00 - \$ 8,616.00 / Month	BULLETIN ID:	04222010_3

POSITION DESCRIPTION

Under the general direction of the Deputy Commissioner, Consumer Services and Market Conduct Branch (CS&MC), the Division Chief is responsible for formulating policies relevant to the examination of insurer claims, rating and underwriting practices and for planning, organizing and directing the statewide activities of the Market Conduct Division; participating in formal and informal negotiations to resolve noncompliance issues; advising the Commissioner and the Deputy Commissioner, CS&MC, of the Division's priorities and policies, identifying issues that require new legislation or regulations and working on proposals for implementation; and representing the Commissioner/Department at the National Association of Insurance Commissioners (NAIC) and at multi-state examination task forces; identifying companies with excessive consumer complaints or detected violations, and formulating recommendations for appropriate departmental action; and other related responsibilities as required.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in

Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA

position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

- Experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control.
- The ability to provide fair treatment to policy holders regarding rates, claims, and underwriting practices which affect many consumers; and provide recommendations for enhancing consumer protection and assistance.
- The ability to direct the research, investigations and resolution of various industry and consumer related issues; and coordinate major cases and investigations which may later require the involvement of other branches or divisions such as Legal, and Criminal investigations.
- The ability to demonstrate sensitivity in dealing with the media, the industry, and consumers and their advocacy groups and knowledge of the laws, rules and regulations that govern insurance activities.
- Ability to work successfully with the Insurance Commissioner, the Executive Staff, Division and Bureau Chiefs, various consumer advocacy groups, the insurance industry and officials from other State agencies.
- Experience and knowledge of the insurance industry, insurance laws in this state, and of rating, underwriting, or claims insurance practices.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Division Chief, Market Conduct Division, C.E.A. 2**, with the **INSURANCE, DEPARTMENT OF**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

Applications, resumes, and qualification descriptions will be reviewed by the departmental executives. Candidates may be selected for interviews or a final hiring decision may be made based on the information contained in the applications, resumes and two-page statement of qualifications.

FILING INSTRUCTIONS

All applications must be received by 5:00 p.m., close of business on May 10, 2010, the final filing date.

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- Resumes do not take the place of the Statement of Qualifications. Applicants who fail to submit the Statement of Qualifications may be eliminated from the examination process.
- A two-page "Statement of Qualifications". The Statement of Qualifications is a narrative

discussion of your education, training, experience, and skills to meet the minimum and desirable qualifications in qualifying for the position.

- The Statement of Qualifications serves as documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.

Applications must be submitted by the final filing date to:

INSURANCE, DEPARTMENT OF, Human Resources Management Division
300 Capitol Mall, Suite 1300, Sacramento, CA 95814
Cecille Ramirez | (916) 492-3295 | ramirezc@insurance.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The INSURANCE, DEPARTMENT OF reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>